



ROANOKE COUNTY POLICE DEPARTMENT



2012 ANNUAL REPORT



CHIEF'S MESSAGE

I am pleased to present the 2012 Annual Report for the Roanoke County Police Department. Last year saw significant changes in our department, not the least of which was my appointment as Chief of Police on August 13, 2012. It is my privilege to lead the outstanding men and women of this department as we work together to keep the citizens of the Roanoke Valley safe.

This report provides an overview of our department and describes many of our activities during the past year. Some of the highlights include:

- Personnel of the Roanoke County Police Department handled over 93,000 incidents including over 2,300 traffic crashes and 1,900 alarms, issued over 14,000 traffic citations, and made over 4,600 arrests.
- A total of 3,724 arrest warrants and protective orders were processed and served.
- Community Service Officers continue to provide animal control services, responding to over 2,600 calls related to domestic or wild animals.
- Our commitment to crime prevention and community policing continues through a variety of activities including school resource officers, neighborhood and business watch programs, traffic safety education, and several youth programs.
- The Roanoke County Criminal Justice Academy continues to provide entry-level and in-service training programs and serves our agency as well as the Roanoke County Sheriff's Office, Western Virginia Regional Jail and the Roanoke County Emergency Communications Center.
- In August 2012, we underwent an assessment from the Commission on Accreditation for Law Enforcement Agencies and received our seventh accreditation from the Commission in November.

None of our accomplishments would be possible without a highly skilled and dedicated workforce. Our personnel continue to excel in providing service to our community as demonstrated by the exceptional performance of our annual award winners. I am extremely proud of our employees and the exceptional work that they perform every day. It is important to note that the achievements described in this report were completed in a continuing environment of stagnant budgets. Adjustments to staffing and programs have been required to offset rising costs. Our personnel have worked harder and smarter to maintain the high level of police service that the people of Roanoke County have come to expect.

We will strive, during the coming year, to build on the good work that is described in this report. We have already begun efforts to utilize data related to crime, traffic crashes, and other incidents to improve the effectiveness of our resource deployment. Existing regional efforts amongst the public safety agencies in the Roanoke Valley are being improved and new ones are being added to enhance our ability to work together and respond to emergencies and problems. Efforts to further develop new technologies are underway and we are reviewing the structure of our agency to ensure that we are using our limited resources as effectively as possible. All of this will be included in a strategic plan, which we expect to complete in the coming months.

Thanks for your interest in the Roanoke County Police Department.



Howard Hall began serving as Roanoke County's Chief of Police in August 2012. Photo (c) Sam Dean Photography.

Our mission...

The Police Department's mission is to create an environment wherein the citizens of Roanoke County are safe in their homes and on their streets. The protection of constitutional rights and the highest level of confidence in the department will be attained through a county-wide coalition of our citizens and department members. This coalition will also confirm that existing services are evaluated in a proper manner.

The Roanoke County Police Department commits itself to providing excellent traditional law enforcement services while developing and initiating new and innovative approaches to police services.

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CALEA Accredited Agency

The Roanoke County Police Department is accredited by the Commission on Accreditation for Law Enforcement Agencies, which issues standards to help strengthen crime prevention, formalize essential management procedures, establish fair and nondiscriminatory personnel practices, improve the delivery of services, solidify interagency cooperation and coordination, and boost citizen and staff confidence in the agency.



ABOUT OUR DEPARTMENT

Visiting Roanoke County's Police Department

The Roanoke County Police Department is headquartered in the Public Safety Center at 5925 Cove Road, Roanoke, Virginia. The building is approximately one-half mile from Electric Road, near Interstate 81.

For non-emergencies or to reach a service division, call (540) 562-3265. For emergencies, always call 9-1-1.



Department Command Staff



Chuck Mason,
Assistant Police Chief, Operations



Howard Hall
Chief of Police



Mike Warner,
Assistant Police Chief, Administration



Lt. J. Chapman
Patrol - A Platoon



Lt. D. McMillan
Criminal Investigations



Lt. K. Slough
Patrol - B Platoon



Lt. K. Smith
Services Division



Lt. S. Smith
Vice



Lt. M. Tuck
Patrol - C Platoon



Lt. S. Turner
Special Operations



Lt. M. Viar
Professional Standards



Lt. M. Williams
Academy Director

2012 BY THE NUMBERS



The Roanoke County Police Department is nationally accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA). The department's fiscal year 2012-2013 budget was \$11.1 million and the current staff level of full-time employees included 140 sworn staff and 16 civilian employees. The department operates a full-service Criminal Justice Academy and has a County-owned Driver Training Center and Firearms Range available as resources.



Photo (c) Dominion Images.

Reported Offenses*	Total for Year 2012
Homicide	2
Forcible Rape	27
Robbery	12
Aggravated Assault	72
Simple Assault	715
Burglary	286
Larceny	944
Vehicle Theft	38
Arson	1
Total	2,097

*Virginia State Police Crime in Virginia 2012.

The Roanoke County Police Department is a diverse agency that includes the following divisions:

- Uniform – Patrol, SWAT, K-9, Community Service Officers (Animal Control), Traffic Unit, Community Policing, Bike Patrol, Honor Guard, School Resource Officers, and Crime Scene Technicians.
- Criminal Investigations – General Investigations, Fraud, Vice, and Special Investigations.
- Administration – Professional Standards, Criminal Justice Academy, Internal Affairs, Records, Budget, Vault, Purchasing, and Fleet Maintenance.

The department is recognized for its professionalism and engages the community in crime solving and community enrichment strategies. The department is involved in a number of partnerships with local, state, and federal agencies including DEA, ATF and the U.S. Marshals.

2012 Dispatch Responses*	Total for Year 2012
Total Alarm Calls Responded	1,907
Total Vehicle Accidents Responded	2,365

*Police RMS and AEGIS CAD.

2012 Traffic Summons and Calls for Service

	Jan.	Feb.	Mar.	Apr.	May.	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	Total
Traffic Summons*	1,322	1,458	1,309	1,062	1,007	844	1,250	1,068	1,017	1,310	1,257	1,206	14,110
Calls for Service**	7,446	8,048	9,264	7,274	7,290	7,300	8,268	7,703	7,234	8,152	7,447	7,599	93,025

*Police RMS and AEGIS CAD.

**Calls for service include officer-initiated calls in addition to citizens' calls for service.



OPERATIONS DIVISION

Patrol Officers



Photo (c) Dominion Images.

Roanoke County's Patrol Officers are vigilant in keeping the County's roads and neighborhoods safe. Patrol Officers have thousands of interactions with citizens each year by responding to calls for service and through self-initiated activities such as vehicle stops, building checks, and disabled vehicle checks. When citizens interact with the Police Department they have most likely been in contact with a patrol officer. In 2012, officers handled more than 93,000 calls for service, ranging from vandalism, theft and simple assault, to more violent crimes against individuals. The department strives to provide each caller with respect, compassion, and a willingness to resolve the issue regardless of the call type.

Uniform Division 2012 Goals At A Glance

- Maintain an efficient and effective uniform patrol response to citizens' calls for service.
- Provide effective and efficient follow-up investigations.
- Allocate effective resources to control drug related crimes.
- Provide effective training through the Roanoke County Criminal Justice Training Academy to sworn and civilian employees of the Roanoke County Police Department, Roanoke County Sheriff's Office, and Roanoke County's Emergency Communication Center.
- Promote Highway Safety.

Outstanding Warrants Posted Online

Roanoke County Police Department publishes outstanding warrants on its website. If you have information that may lead to the arrest of a person listed, please contact the department at (540) 562-3265.

www.roanokecountyva.gov/warrants





Traffic Education

During 2012, Roanoke County's Traffic Enforcement Unit provided 38 "Why Math Matters" presentations in Roanoke County High Schools. Fourteen were conducted in driver education classes, eight in physics classes, and one in a math class. The "Why Math Matters" program was developed by the unit to show the inherent dangers of risky driving in a format appropriate for each classroom discipline. The unit also continued a program with Roanoke County Schools called "Partnering for the Privilege," a program designed for new drivers and their parents.

The unit continued to provide specific traffic safety education programs as requested by private and governmental agencies. The unit also performed large-scale traffic safety presentations at the Vinton Fall Festival for a few thousand attendees. A few hundred middle school students also attended three separate daylong presentations by the unit concerning speeding, occupant protection, and impaired driving.

Except for the classroom presentations, most of the traffic presentations performed by the unit involved the use of the department's mobile traffic safety trailer, and the "Impaired Driving Cart."

The Traffic Enforcement Unit also continues oversight of specialized traffic enforcement programs. The "Operation Daily Watch" program continued during 2012 and the first element of the program, "Road of the Day," continued to place officers in residential and other secondary roadways for focused speed enforcement. The second element of the program, sobriety and license checkpoints on secondary roads, continued the department's efforts to target impaired and unlicensed drivers.

The department conducted 33 sobriety and 11 license checkpoints last year. Of the 44 checkpoints, six were multi-jurisdictional involving other agencies and 24 were conducted on secondary roads. With its efforts to support "Checkpoint Strikeforce," the department continues to be a leader in Virginia due to the number of checkpoints conducted.

During 2012, motor carrier safety officers conducted 104 full and 10 walk-around inspections resulting in 44 commercial motor vehicles being placed out of service for major safety violations.



Photo (c) Dominion Images.



OPERATIONS DIVISION

Community Policing

The Roanoke County Police Department prides itself on its innovative and effective approach to crime prevention through the efforts of various community policing programs. The Neighborhood Watch program saw increasing interest from the public, and a strong and stable Business Watch program tied to the safety of local businesses continues to be successful. Our Citizens Police Academy program also educates private citizens on how and why the Roanoke County Police Department carries out its mission of crime prevention and public safety.

In addition, officers host presentations to civic groups, church groups and other community-minded organizations. This program continues to grow each year and provides an opportunity to speak one-on-one with citizens to address issues and concerns. This program allows citizens to connect a face with the Roanoke County Police Department and have someone to contact with questions and concerns. Project Life Saver is another successful community policing program that helps reunite missing dementia patients with their loved ones and families.

Find more information about Community Policing programs on our website at:

www.roanokecountyva.gov/crimeprevention



Photo (c) Dominion Images.

R.A.D. Classes - Self Defense for Women

Rape Aggression Defense

In 2012, the Rape Aggression Defense Program (R.A.D.) conducted two sessions averaging 20 graduates per class. The Rape Aggression Defense System is a program of realistic self-defense tactics and techniques just for women.

Classes offer a comprehensive course that begins with awareness, prevention, risk reduction and risk avoidance, then progresses on to the basics of hands-on defensive training. The program is generally held weekly for four weeks. Each session is free and lasts approximately three hours. Participants must be age 14 or older and participants younger than 18 require parental consent to attend.





School Resource Officers

School Resource Officers (SROs) are an invaluable part of the Roanoke County Police Department. The SRO program is offered in cooperation with Roanoke County Schools, with 10 SROs permanently assigned to five Roanoke County high schools, four middle schools, and the Burton Center for Arts and Technology. At this time, Glenvar High School and Glenvar Middle School share an SRO. The SROs also help out at the elementary schools with law related incidents or programs.



School Resource Officer Snowden with students from Cave Spring Middle School.

SROs provide classroom instruction on law enforcement topics and all officers are trained as instructors for the Virginia Rules Program, an expansion of the Class Action program, an online program offered from the Virginia Attorney General's Office. During the 2011-2012 school year, SROs led 125 classes in the high school and middle schools.

The Burton Center students, with the assistance of their assigned SRO, completed the construction of a gas training house at the Roanoke County Driving and Firing Range in 2012.

The SROs are very involved with the community to reduce risky behaviors by teens. For the 2011-2012 school year there were 418 incidents reported to the SROs, which resulted in 119 criminal charges. One hundred and two of the charges were assault and battery cases and 61 charges were for disorderly conduct. These numbers continue to decline steadily through the efforts of the Roanoke County Schools and the Roanoke County Police Department.

COPS Camp

COPS Camp (Challenging Opportunities for Police and Students) is a week-long overnight camp program organized by the School Resource Officers and held at Camp Roanoke. This camp for rising 6th, 7th and 8th grade students is largely funded by private donations and allows campers to spend a week with officers enjoying fun activities. Scholarships are awarded to help with the cost for some of the campers.

COPS Camp would not be possible without the support of Roanoke County Schools and the Department of Parks Recreation and Tourism. Activities include programs about traffic safety, healthy lifestyles, and good citizenship provided by local organizations and Roanoke County police officers. Outdoor activities include a high ropes course, archery, hiking, swimming at Green Ridge Recreation Center, canoeing and other team-building exercises. The 2012 COPS Camp saw an increase in the number of participants from previous years, with 42 middle school students attending the camp.



OPERATIONS DIVISION

K-9 Officers



Photo (c) Sam Dean Photography.

2012 K-9 Officer Activities

Activities	Totals
Vehicle Searches	57
Area Searches	2
Patrol Tracking	5
Building Searches	2
Total Searches	66
Public Demonstrations	7
Schools Searched	16
Grand Total Activities	89

In 2012, all K-9 Unit vehicles were replaced with newer model Ford Crown Victorias equipped with in-car camera systems and new in-car kennels. Two additional K-9 handler positions were filled in 2012 and completed an intensive 12-week patrol police service dog course at the Virginia State Police K-9 handler school in Richmond.

The K-9 Unit also has a monthly training regimen in cooperation with Roanoke City Police Department's K-9 Unit and the Virginia State Police. This arrangement allows the Roanoke County's K9 handlers to establish better working relationships with other jurisdictions' handlers. This partnership gives our K-9 officers better and more efficient training with additional resources and knowledge. During 2012, the department was staffed with four certified trained K-9 handlers with their K-9 partners: Ero, Moon, Roo, and Jabbo. K-9 Alto, a single-purpose bomb detection police service dog, retired in April 2012.

The K-9 unit's goals for fiscal year 2013 include adding a certified patrol police service dog and handler, adding a certified narcotics detection dog and handler, and expanding training opportunities for our K-9 officers and handlers.



Special Weapons And Tactics

The Roanoke County Police Department's Special Weapons and Tactics (SWAT) team consists of 16 members from various divisions within the agency.

SWAT is an elite tactical unit, trained to perform high-risk operations. SWAT team duties include: performing hostage rescues and counter-terrorism operations, serving high-risk arrest and search warrants, subduing barricaded suspects, and engaging heavily armed criminals. SWAT teams are equipped with specialized firearms, riot control agents, and stun grenades.

SWAT members use specialized equipment including heavy body armor, ballistic shields, entry tools, armored vehicles, advanced night vision optics, and motion detectors for covertly determining the positions of hostages or hostage takers inside enclosed structures.



Special Weapons And Tactics officers receive special training in high-risk operations and tactical use of specialized equipment, including body armor, armored vehicles, and specialized weapons.



Photo (c) Sam Dean Photography.

Community Service Officers

During 2012, the Police Department's Community Service Unit handled a total of 3,054 calls. A breakdown of the calls revealed 2,481 Community Service Officer calls, 155 wildlife calls, and 418 police calls – most of which were in a support role for the road officers. The Community Service Officers also captured 712 at-large animals, which were either returned to their owners or transported to the shelter for holding.

As of December 31, 2012, the Community Service Unit had nine dogs on the Virginia Dangerous Dog Registry. Each dog was deemed dangerous in 2012 or earlier and the officers remained responsible for oversight of the initial and yearly registration of each dog. The property of each dog owner was inspected to ensure compliance with Virginia's regulations for keeping a dangerous dog.

www.roanokecountyva.gov/animalcontrol



OPERATIONS DIVISION

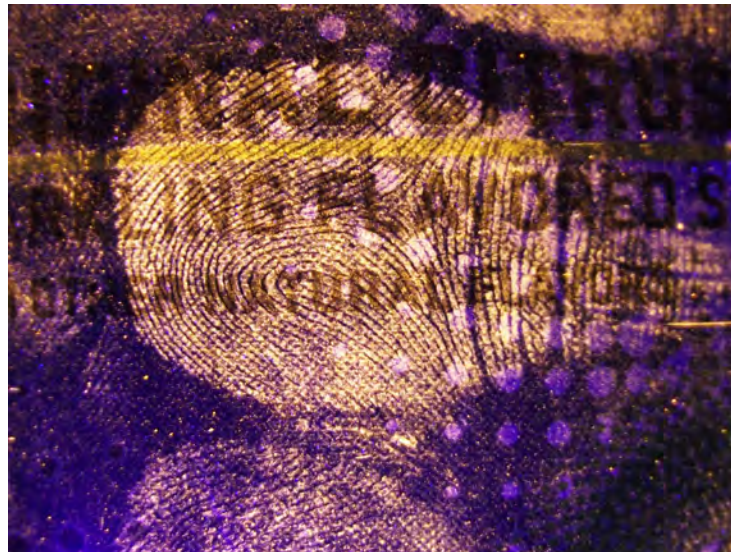
Criminal Investigations

The detectives assigned to the Criminal Investigations Division are responsible for the investigation of most of the serious felony crimes committed against persons or property in the County. The Criminal Investigations Division was assigned 778 cases to investigate in 2012. Generally, more than half of the crimes investigated by CID detectives in a year are cleared by arrests or other means – in 2012, 69.25% of the cases were cleared.

The detectives in CID are divided into four units:

- The General Investigations Unit detail investigates burglaries, armed robberies, motor vehicle thefts, and a host of other crimes not covered by the Fraud or Special Investigations details.
- The Fraud Unit investigates credit card theft, forgeries, embezzlement, identity theft, scams, and similar offenses.
- The Special Investigations Unit investigates sex offenses committed against children and adults, child and elder abuse, and serious domestic violence crimes.
- The Forensics Unit processes major crime scenes for physical evidence and performs forensic examinations of computers and other digital devices seized pursuant to criminal investigations.

In addition to conducting investigations, detectives teach investigative techniques to recruits and train experienced officers in advanced crime scene methods. The department's detectives also coordinate with prosecutors in the Commonwealth's Attorney's Office to prepare for cases, and work closely with Department of Social Services caseworkers in cases where children and the elderly have been victimized.



Above, a latent fingerprint collected from an object using Alternate Light Source technology.

Criminal Investigations Statistics for 2012

Cases cleared by arrest	24.5%
Cases cleared by Exception	44.75%
Unfounded cases	7.5%
Open/active cases remaining	23.25%

Because criminal offenders don't confine their criminal activities to a single jurisdiction, detectives regularly meet and share information with investigators from nearby localities and state and federal agencies. In these meetings, officers identify known perpetrators who may be committing crimes in multiple jurisdictions and discuss new patterns of criminal activity that may affect the surrounding area.

Roanoke County Crime Reports Online

These reports are updated each week by the Roanoke County Police Department with data broken down by police district. Citizens may also contact the department directly at (540) 777-8605.

Calls for Service www.roanokecountyva.gov/callsforservice

Reported Offenses www.roanokecountyva.gov/reportedoffenses



Services Division

The Police Department's Services Division is the record-keeping and processing center of the Roanoke County Police Department. Each year, staff processes thousands of documents, produces reports for state and federal programs, and handles Freedom of Information Act requests received by the department.

In fiscal year 2012, the department completed installation of the Digital Information Management System (DIMS) to provide a secure and long term storage solution for our digital assets and evidence, including digital images, audio and video. The system aids investigations by being searchable and allows officers access to photographs, audio, and video through a web-based version.

At present, the department employs two full-time warrants technicians. Staffing levels of the Records Unit has remained fixed since the department's inception in 1990. However, an increase in patrol officers over the same period has resulted in more service calls along with an increased demand for reports, citations, and information requests. This increased workload has significantly taxed the existing staff. The County has adopted a proposal to increase the division's personnel to offset the added demands in both the Records Unit and Warrants arena.

In addition, Services Division staff also maintains mobile computer terminals in patrol cars and other key technologies that keep officers connected with the information they need to do their jobs more efficiently.

2012 Service Division Activities At A Glance

Cases reported and processed	6,606
Reported traffic crashes	1,203
Summonses entered and processed	14,110
Arrests processed (adults)	4,354
Arrests processed (juveniles)	322
Emergency custody & temporary detention orders served	379
Total protective orders	1,074
Concealed handgun permits processed	1,318
Background checks requested	273
Insurance requests processed	1,801

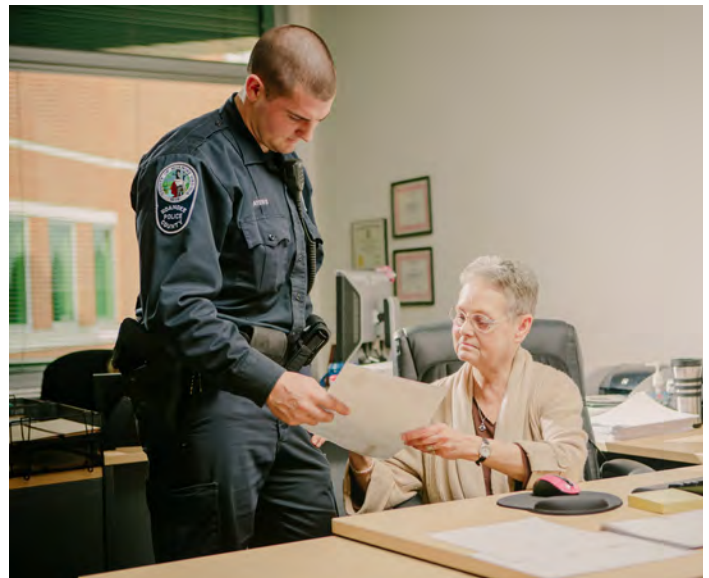


Photo (c) Sam Dean Photography.

Four-Year Budget Comparisons

Budget Category	Fiscal Year 2010/2011	Fiscal Year 2011/2012	Fiscal Year 2012/2013	Fiscal Year 2013/2014
Personnel	\$8,972,249	\$8,959,318	\$9,307,835	\$9,254,075
Operating	\$1,196,846	\$1,205,846	\$1,205,846	\$1,205,846
Capital	\$728,404	\$728,404	\$608,404	\$608,404
TOTAL	\$10,897,499	\$10,893,568	\$11,122,085	\$11,068,325



Roanoke County Criminal Justice Academy

In 2012, the Roanoke County Criminal Justice Academy offered a variety of contemporary speakers and courses to provide continuing education for the department's officers and the academy's client agencies. Courses included homicide investigation, first line supervision, post traumatic stress disorders, driver training, instructor development, and other relevant topics.

Beyond career development opportunities, the academy was also actively engaged in training new officers.

In 2012, the academy hosted four jailor sessions and one law enforcement basic training session. These sessions have seen changes in teaching style and in content for defensive tactics, firearms, and physical training programs. These changes have proven to reduce injuries, improve student retention, and develop continuity of terms used among several instructional disciplines.



The Basic Law Enforcement Class for new police recruits is 24 weeks long followed by a 12 week field training program. The Basic Jailor Class for the Roanoke County Sheriff's Office and Western Virginia Regional Jail lasts 11 weeks. The academy also offers a Basic Dispatch class, tailored to the needs of new communications officers being trained to work in Roanoke County's Emergency Communications Center.

2012 Academy Graduations	Classes	Graduates
Basic Law Enforcement	1	10
Basic Jailor	4	24
Basic Dispatch	3	10

Find more information about Roanoke County Criminal Justice Academy programs online at:

www.roanokecountyva.gov/rccja



Professional Standards Unit

The recruitment and selection of new officers is an ongoing effort within the department's Professional Standards Unit (PSU). Each candidate goes through a comprehensive selection process to ensure the very best officers are hired. From the closing of the application to completion of training, it takes the better part of a year to put a fully trained officer on the streets. The Basic Law Enforcement Class for new recruits is 24 weeks, followed by 12 weeks of field training. This level of training is required in the development and growth of a competent and professional workforce.

Though the selection, recruitment, and training time are essential, satisfying these time requirements hampers the agency in responding quickly to declines in staffing levels. The department is authorized to over hire to address that problem, but any over hires must be accomplished within the constraints of the existing budget.

In the past year, the department expanded its recruitment efforts by working with Roanoke Valley Television to create public service announcements and produce segments for the "Roanoke County Today" television show. Each of these projects were designed to highlight the positive aspects of careers in law enforcement.

The department also worked with the Public Information Office to create brochures and flyers to distribute on college campuses and at job fairs. Informal surveys also revealed that young people considering law enforcement careers often turn to a locality's website and Facebook pages to learn more about what an agency has to offer.

In addition to the college outreach, Facebook pages for the Police Department and Criminal Justice Academy were launched to help connect with this younger audience and the community at large.

Internal Affairs

Roanoke County Police Department strives to ensure that County citizens have the most professional police force possible. To that end, the department carefully examines the actions of employees named in complaints of misconduct. The information below is from the period beginning January 1, 2012 and ending December 31, 2012. A single complaint or investigation may involve more than one officer, and as a result there may be multiple outcomes for a single investigation. There were a total of 13 complaints registered against department members in 2012, with an average investigation time of 18 days. The shortest investigation was completed in three days and the longest investigation was completed in 44 days.

Nature of Complaints	Total Reported
Neglect of Duty - Misfeasance	1
Malfeasance of Office	1
Conduct Unbecoming	5
Harassment	2
Demeanor	2
Fitness for Duty	1
Assault and Battery	1
Total	13

Outcomes of Complaints	Totals
Sustained Complaints	5
Not Sustained Complaints	8
Under Investigation/Outcome Pending	0
Total	13

Outcomes of Sustained Complaints	Totals
Resignation	1
Suspension and Demotion	2
Counseling	1
Termination	1
Totals	5



EMPLOYEE RECOGNITION

Uniform Division Officer of the Year: Officer John Musser

Officer John Musser was selected by his peers for this award based on his outstanding job performance and notable accomplishments over the past year. In the words of one of his superiors, "Officer Musser is considered one of, if not the best, criminal investigators in the Uniform Division." Officer Musser was commended for his ability to carry out his day-to-day assignments with the utmost professionalism and attention to detail, and also for going the extra-mile to solve complex cases, his willingness to assist fellow officers and detectives, and for the caring and positive way in which he interacts with subjects suffering with mental illness.

Special Operations Officer of the Year: School Resource Officer Johnny Runyon

School Resource Officer Johnny Runyon exemplifies what it means to do a job well. On September 25, 2012, Officer Runyon was in the William Byrd Middle School cafeteria when a student approached and signaled that he was unable to breathe. The student was choking on food and Officer Runyon quickly performed the Heimlich maneuver on the child, along with back blows, to dislodge the food. Officer Runyon's quick reaction prevented further injury to the student, possible brain injury or death due to choking. As one of his nominating peers wrote, "Our job as an SRO is to protect and save the lives in our school. Johnny did this without any hesitation."

Rookie of the Year: Officer Christopher Gunter

Officer Christopher Gunter was selected by his peers for his job performance and is considered an outstanding new officer. Officer Gunter has received compliments for his investigative effort and skills displayed in those cases that far exceed those of his peers. Officer Gunter has also assisted in practical exercises with the police academy and will volunteer for any specialized assignment.



Above (L-R): Police Chief Howard Hall with Officer John Musser.



Above (L-R): Police Chief Howard Hall with School Resource Officer Johnny Runyon.



Above (L-R): Police Chief Howard Hall with Officer Christopher Gunter.

Photographs (c) Sam Dean Photography.

EMPLOYEE RECOGNITION



Leadership Award: Sgt. Chris Kuyper

Sgt. Kuyper was nominated by his peers for his willingness to listen to and help his fellow officers without hesitation – skills that are essential for a leader. Sgt. Kuyper was also commended for going out of his way to research new products that may benefit the department, as well as for his work mentoring and teaching fellow officers and recruits. As one of Sgt. Kuyper's peers wrote, he works hard to "make our life as patrol officers happy and safe...he is an asset to our department and deserving of this award."

Civilian Of the Year: Mia Nguyen

Mia Nguyen works in the department's Records Division. She is a hard working and trusted employee who is to be commended for her years of dedication to the department, willingness to help anyone at a moment's notice, warmth and enthusiasm. In nominating Mia for this award, one of her peers noted, "Mia is very organized and knowledgeable, never complains, always has a smile, and a positive attitude no matter what the situation."

Criminal Investigations Detective of the Year: Detective Andrea Morris

Detective Andrea Morris was named Detective of the Year by her peers in the department's Criminal Investigations Division. During the past year, Morris was assigned a number of high profile investigations, including a very public case involving the theft of more than \$20,000 in vehicle batteries. Detective Morris used her experience and contacts with neighboring police departments to help solve this case and several others. She was also commended for using social media to reach out to the community to help solve crimes. As one of her superiors wrote, "Several times throughout the year she was able to clear cases with the public's help by utilizing both traditional and social media" to gather information.

Chamber of Commerce Awards

Every other month, the Roanoke Regional Chamber of Commerce recognizes the work of one of Roanoke County's police officers.

Roanoke Regional Chamber of Commerce 2012 Award Winners

Jan-Feb.	Officer N. Hunt	Jul-Aug.	Officer R. Wygal
Mar-Apr.	Officer E. Orange	Sep.-Oct.	Officer G. Haston
May-June	Officer B. Newton	Nov.-Dec.	Officer G. Green

Officer R. Wygal was selected as the Roanoke Regional Chamber of Commerce Officer of the Year for 2012. In addition, the Salem-Roanoke County Chamber of Commerce named Police Officer J. Musser as 2012 Officer of the Year.



Above (L-R): Police Chief Howard Hall with Sgt. Chris Kuyper.



Above (L-R): Police Chief Howard Hall with Mia Nguyen.



Above (L-R): Police Chief Howard Hall with Detective Andrea Morris.

Photographs (c) Sam Dean Photography.



DEPARTMENT GOALS FOR 2013-2014

Maintain an efficient and effective uniform patrol response to citizens' calls for service.

- Maintain at most a five-minute response to emergency calls for service.
- Maintain at most an 11 minute response time to non-emergency calls for service.
- Hire and train officers to ensure that the workforce available for unrestricted assignments remains at or above 95% of authorized strength (133 for authorized strength of 140).
- Host one Crisis Intervention Training and enroll no less than six uniform patrol officers.

Provide effective and efficient follow-up investigations of serious crimes.

- Exceed calendar year 2011 national average clearance rate of 43.4% for violent crimes with a clearance rate of at least 55%.
- Exceed calendar year 2011 national average clearance rate of 17.8% for property crimes with a clearance rate of at least 22%.
- Criminal cases assigned to personnel in the Special Investigations Unit (handling serious domestic violence and child victimization) would achieve no less than a 95% clearance rate.
- Maintain a clearance rate of at least 45% in the white-collar crime unit.

Provide effective training through the Roanoke County Criminal Justice Academy (RCCJA) to sworn and civilian employees of the Roanoke County Police Department, Roanoke County Sheriff's Office, Western Virginia Regional Jail Authority, and Roanoke County's Emergency Communications Center.

- Maintain no less than three internal staff members: one lieutenant, one assistant director and one office support specialist to administer and oversee all academy training operations.
- Explore potential of a stand-alone facility to house the RCCJA.
- Provide all entry level training in both law enforcement and jailor programs to satisfy the staffing requirements of the police, sheriff's department and the Western Virginia Regional Jail Authority.

Promote highway safety through awareness, education and enforcement.

- Maintain an emphasis on enforcement of impaired driving through aggressive targeting of drivers who have consumed alcohol and/or drugs.
- Continue the Operation Daily Watch Traffic Enforcement Program.
- Conduct at least 25 sobriety checkpoints.
- Conduct selective enforcement in areas with higher frequencies of traffic infractions.
- Conduct at least 15 license check points in residential areas.
- Continue to educate the public concerning traffic safety.
- Provide 30 traffic safety presentations for Roanoke County high school students per year, including five "Partnering For the Privilege" programs.
- Conduct at least 15 presentations with the Sobriety Golf Cart.
- Conduct at least 15 crash presentations with the crash car display.
- Continue to support the Blue Ridge Regional Crash Investigation Team efforts to conduct crash reconstructions and traffic safety presentations through regional cooperation.
- Continue to support the YOVASO (Youth of Virginia Speak Out About Traffic Safety) program by conducting training sessions and presentations through regional cooperation.

Accomplish our mission statement using contemporary professional business practices.

- Ensure that the accreditation manager participates in no less than one CALEA Conference within the year.
- Annual total of sustained complaints against employees should not exceed 5% above the average of sustained complaints from the three preceding years.
- Ensure the workload levels within the records unit, vice unit and warrants function are supported by sufficient staffing levels to accomplish their respective tasks.



DEPARTMENT CONTACTS

Dial 911 for Emergencies
For Non-Emergencies, call (540) 562-3265.

Services and Division Directory
www.roanokecountyva.gov/police



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Administration	(540) 777-8601
Animal Control	(540) 777-8606
Crime Prevention Specialist	(540) 777-8651
Criminal Investigations	(540) 777-8641
Dispatch Non-Emergency	(540) 562-3265
Evidence Vault/Property Room	(540) 777-8616
Professional Standards Unit	(540) 777-8680
Records Unit	(540) 777-8605
School Services Unit	(540) 777-8647
Traffic Unit	(540) 777-8649
Uniform Division	(540) 777-8610
Vice Unit	(540) 777-8624
Warrants	(540) 777-8617

Roanoke County, VA Police Department on Facebook

Find Roanoke County's Police Department on Facebook and stay informed about the department's activities and accomplishments in making Roanoke County a better community in which to live, work and raise a family.

